

Group N°1

Educated healthcare professionals:
**How do you understand what you don't know about
your patient and their optimum treatment?**

Break-out sessions

● ESC Education Conference – 30 Jan - 31 Jan 2019

Current use, challenges and limitations

Group 1: How do you understand what you don't know about your patient and their optimum treatment?

- Lack of confidence/assurance after diagnosis. Insecurity.
- Language problems/too many medical terms
- Embarrassed, respect for the doctor. Fear of being stupid.
- Short time for patient contact, short time for communicating/educating pts ..x
- Lack of motivation/skills of physicians in communicating ..x
- Differences in culture(religion, ethnic, age, gender) between patients and physicians
- No formal training in medical communication skills ..x
- Administrative burden and use of technology might disrupt communication
- Unwillingness to accept responsibility for health
- Unreliable information for patients, fake news
- Emotional patients, incapable of receiving information/bad news ..x
- Lack of information on background of patients
- Multiple opinions between physicians confuses patients
- Attitude of overconfidence in accuracy in diagnosis/treatment by physicians

Opportunities and development for the future

Group 1: How do you understand what you don't know about your patient and their optimum treatment?

- Patient buddy program
- Training in medical communication, add in core curriculum. Use role play ..x
- Allow for more time per consultation or multiple consultations
- Lobby for quality of care as top priority and not quantity of patients
- Involve nurses/students/clinical team to spend more time on explaining patients
- Provide more (understandable/layman terms) patient information, i.e. link to websites, peer reference (role of ESC)
- Provide a "checklist" for physicians on communication/information
- Provide discharge information
- Consistency in information/Multiple care givers should communicate together to avoid confusion of patient
- Get feedback from patient on doctor visit (questionnaire)
- Check if other people(family/care givers) than the patient also have access to information
- Pre-consultation preparation. Use (online) questionnaire for example.
- Provide information for patients on the guidelines (patient cards).